# Customer Service Report for HSB
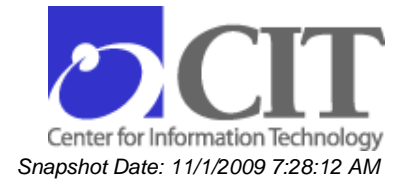
For the period: Thursday, October 01, 2009 12:00:00 AM to Saturday, October 31, 2009 11:59:59 PM

CIT
Center for Information Technology

*Snapshot Date: 11/1/2009 7:28:12 AM*

| | CREATED | | | | ASSIGNED/PENDING/ CHECKED OUT | | | CLOSED | | | AVG MIN |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | DCS | HSB | Web | Other | DCS | HSB | Other | DCS | HSB | Other | To Close |
| **Application Support** | | | | | | | | | | | |
| Sharepoint-General Information | 2 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 |
| **ASR** | | | | | | | | | | | |
| Colocation-ON | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Oracle | 0 | 0 | 0 | 7 | 0 | 0 | 0 | 0 | 7 | 0 | 0 |
| Other | 0 | 0 | 0 | 35 | 0 | 9 | 0 | 0 | 26 | 0 | 0 |
| SQL | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 3 | 0 | 0 |
| Unix | 0 | 0 | 0 | 93 | 0 | 6 | 0 | 0 | 87 | 0 | 0 |
| Windows | 0 | 0 | 0 | 14 | 0 | 0 | 0 | 0 | 14 | 0 | 0 |
| **Back Office Support** | | | | | | | | | | | |
| Active Directory | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| Backup/Restore | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 13 |
| Create DL | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 5 |
| Permissions/Shares | 3 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 4 | 0 | 13 |
| Print Hosting | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 14 |
| **CIT Categories** | | | | | | | | | | | |
| Web Site Issue | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 15 |
| **Connectivity** | | | | | | | | | | | |
| Data lines | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| General Info | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| TCP/IP | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 |
| **Email** | | | | | | | | | | | |
| General Info | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 153 |
| **Hardware** | | | | | | | | | | | |
| Printers/Config/Setup | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 40 |
| Servers/Config/Setup | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 32 |
| **NIH Services** | | | | | | | | | | | |
| Other | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 15 |

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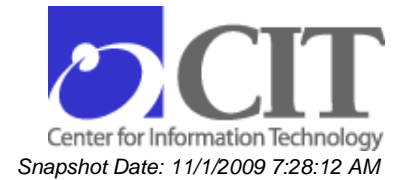
| | CREATED | | | | ASSIGNED/PENDING/ CHECKED OUT | | | CLOSED | | | AVG MIN |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | DCS | HSB | Web | Other | DCS | HSB | Other | DCS | HSB | Other | To Close |
| **NIHnet** | | | | | | | | | | | |
| Network Sec-Firewall | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| **Unix Support** | | | | | | | | | | | |
| Unix Support | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| **Web Site Issue (non-CIT)** | | | | | | | | | | | |
| Broken Link | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 4 |
| Other | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 9 |
| **Grand Total:** | **18** | **8** | **0** | **154** | **0** | **18** | **1** | **1** | **155** | **5** | **2** |

**Total Tickets Closed:**    161

**Total Tickets Assigned/Pending/Checked Out:**    19

**Total Tickets Created:**    180